



Postal Customer Questionnaire Analysis

Questionnaires were distributed to Post Office Box customers of the Pimmit Branch Post Office on January 7, 2010. Additionally, questionnaires were available at the Pimmit Branch Post Office to walk-in retail customers during the survey period.

Six customers stated on the questionnaire that they mailed permit mailings and thirty-five customers stated they picked up government forms at the post office. I verified with the postmaster of Falls Church that the Pimmit Branch did not accept permit mailings. Government forms picked up at the Pimmit Branch will be available at other post offices or by contacting your local government agency.

A. Number of Questionnaires

Total questionnaires distributed	303
Favorable to proposal	10
Unfavorable to proposal	56
Expressing no opinion	59
Total questionnaires received	125

B. Postal Concerns

The following postal concerns were expressed:

1. **Concern:** Customers were concerned about senior citizens.

Response: Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery services. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. Elderly customers should expect the same level of assistance and helpful service from the surrounding post offices.

2. **Concern:** Customers were concerned about the traffic and additional travel time to go to another post office.

Response: The Postal Service has developed a number of convenient options that can save customers a trip to the Post Office. For instance, customers can buy stamps online on our Web site at www.usps.com, by phone at 1-800-STAMPS24, or by mail. Stamp orders are delivered directly to customer mailing addresses. Our Click-N-Ship online mailing service will calculate and print mailing labels with postage. It also offers free Delivery Confirmation or Signature Confirmation as an option. Free carrier pickup may be requested online and is available with Express Mail Overnight Guaranteed, Priority Mail and International Mail. Customers can also place their mail on hold, file a change-of-address order, or request redelivery of an item of which a notice was left my calling 1-800-ASK-USPS or visiting www.usps.com.

3. **Concern:** Customers were concerned that the parking at the Fall Church Post Office was insufficient and dangerous.

Response: The planning for the new Falls Church Post Office took into consideration additional parking. Available parking spaces should not be an issue. The Ingress and Egress to the parking area is in compliance with all local ordinances and codes. During rush hour, it may be difficult to make left hand turns on to Broad Street. It is recommended to make right hand turns during the high traffic time period.

4. **Concern:** Customers were concerned that the clerks at the Falls Church Post Office were rude and inefficient.

Response: Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. The postmaster of Falls Church has been notified of your concern.

5. **Concern:** Customers were concerned that they would not receive the exceptional service that they received at the Pimmit Branch.

Response: Courteous and helpful service will be provided by personnel at the Falls Church Main Post Office and other post offices in the area.

6. **Concern:** Customers were concerned because the lines were long at the Falls Church Post Office.

Response: The Postal Service™ shares the problem of occasional long lines with banks, supermarkets, and other retail outlets. Lines occur most often on Mondays, day after holidays, during lunch hours, and near closing times. We make a concerted effort to match our staffing schedules with the known peaks of customer traffic. To minimize wait time, we rely upon our Postmasters to take steps to remedy the situation and ensure that customers do not have to wait in line an unreasonable or excessive amount of time. The postmaster of Falls Church was notified of this concern.

7. **Concern:** Customers were concerned about the dissemination method of the questionnaires and time frames allowed for community feedback.

Response: Each Post Office Box customer received a questionnaire and questionnaires were available for walk in customers at the retail unit from January 7, 2010 to January 21, 2010. It should be noted that all comments received up to June 7, 2010 have been taken into consideration.

8. **Concern:** Customers were concerned about the Change of Address Policy.

Response: Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondence of the change. First Class mail is currently forwarded for a period of 12 months.

9. **Concern:** Customers were concerned about where they could deposit outgoing mail if the Pimmit Branch were to close.

Response: The Postal Service intends to have a collection box in this area for the deposit of mail.

10. **Concern:** Customers were concerned about the cost of printing new stationary and envelopes and the need for advance notification of the effective date.

Response: Customers would not be expected to incur the cost of reprinting their business stationary and envelopes immediately. They should be able to exhaust their current supply and just notify their customers of their new address in their every day correspondence with them. If a decision is made to actually close the Pimmit Branch, we will give as much of an advance notice as possible in order to minimize the impact to our customers.

11. **Concern:** A customer was concerned about lost and damaged mail at the Falls Church Main Post Office.

Response: Reports of mail loss is a great concern. Regrettably, when such instances are brought to our attention, there is no sure way of determining what may have happened. With the large volume of mail moving through our network each day, it is literally impossible to trace a single piece of regular First-Class Mail. Only Registered Mail, which is accounted for during its entire journey, can be accurately traced. The Postal Service appreciates the reporting these instances to us so we can work toward improvements.

12. **Concern:** Customers expressed concern that that the discontinuance of the Pimmit Branch would impose a hardship on them because they operate businesses in the area and have an ecommerce business. They stated that it may force them to utilize our competitors more.

Response: If a decision is made to close the Pimmit Branch, we will have a representative from our Sales Group contact the customer to explore ways to retain their business.

13. **Concern:** Customers wanted Post Office Box service but did not want to go to the Falls Church Post Office.

Response: For customers that require Post Office Box Service, there are other options available other than the Falls Church Post Office. The Dunn Loring Branch of Vienna Virginia is located only 2.2 miles away for their convenience.

14. **Concern:** Customers were concerned about the reduction of hours at Pimmit Branch.

Response: A reduction of the hours the retail windows were open had been previously implemented at the Pimmit Branch. This was due to the fact that the hours of operation were not being supported by customer traffic or revenue transactions

C. Nonpostal Concerns

The following nonpostal concerns were expressed:

1. **Concern:** A customer felt the Pimmit Branch should not be discontinued since she was a tax payer.

Response: The United States Postal Service has not been funded by tax dollars since the early 1970's. We must meet our expenses by the revenues we generate. Operational savings for the Postal Service, contributes in the long run to stable postage rates and savings for our customer.

Postal Customer Questionnaire

1. Please check the appropriate box to indicate if you use the Permit Branch for the following services:

Postal Services	Daily	Weekly	Monthly	Never	Yearly
a. Buy stamps	5 <input type="checkbox"/>	36 <input type="checkbox"/>	74 <input type="checkbox"/>	8 <input type="checkbox"/>	
b. Mail letters	30 <input type="checkbox"/>	63 <input type="checkbox"/>	25 <input type="checkbox"/>	7 <input type="checkbox"/>	
c. Mail packages	12 <input type="checkbox"/>	39 <input type="checkbox"/>	63 <input type="checkbox"/>	8 <input type="checkbox"/>	1
d. Buy Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™	8 <input type="checkbox"/>	18 <input type="checkbox"/>	67 <input type="checkbox"/>	20 <input type="checkbox"/>	1
e. Send Express Mail®	7 <input type="checkbox"/>	6 <input type="checkbox"/>	40 <input type="checkbox"/>	46 <input type="checkbox"/>	
f. Pick up mail from a Post Office Box	41 <input type="checkbox"/>	24 <input type="checkbox"/>	4 <input type="checkbox"/>	41 <input type="checkbox"/>	
g. Pick up mail from general delivery	5 <input type="checkbox"/>	7 <input type="checkbox"/>	13 <input type="checkbox"/>	78 <input type="checkbox"/>	
h. Buying Postal Money Orders	0 <input type="checkbox"/>	8 <input type="checkbox"/>	19 <input type="checkbox"/>	76 <input type="checkbox"/>	
i. Buy stamp-collecting products	0 <input type="checkbox"/>	2 <input type="checkbox"/>	17 <input type="checkbox"/>	84 <input type="checkbox"/>	

Other postal services:

a. Enter permit mailings 6 Yes ☐ 100 No ☐

Nonpostal Services

a. Picking up government forms (such as tax forms) 35 Yes ☐ 77 No ☐

b. Assisting senior citizens, persons with disabilities, etc. 13 Yes ☐ 92 No ☐

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

27 Yes ☐ 96 No ☐

If yes, which offices: Falls Church, Merrifield, Vienna, Dunn Loring
Sterling, McLean, Herndon, Ashburn, North Springfield, L'Enfant Plaza



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If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?

Better ☐ 6 Just as Good ☐ 4 No Opinion ☐ 5 Worse ☐ 56 No Response 54

Please explain. _____

4. Do you currently use local businesses in the community?

Yes ☐ 105 No ☐ 6

If yes, would you continue to use them if the Pimmit Branch is discontinued?

Yes ☐ 52 No ☐ 44

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: _____

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Please return your questionnaire by January 19, 2010 to the following address:

Post Office Review Coordinator
PO Box 3603
Winchester, VA 22604-2593

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Classified Station/Branch or Community Post Office Discontinuance Checklist

Proposed Discontinuance Facility Information

District Name: Northern Virginia
District Contact: Dennis E. Voorhees Telephone Number: 540-667-3352
Office Name: Pimmit
State: VA ZIP Code: 22043-9998
County: Fairfax Congressional District: 08
Date Office Established: 9/1/1980 EAS Postmaster Level: EAS-22

Reason for Discontinuance (i.e., Operational Efficiencies, Reduced Workload, Proximity of Neighboring Retail Units:

Part of DAR Justification for Falls Church Main Office project.

Is facility owned ☒ Yes ☐ No When does the lease or contract expire? 10/31/2012

Is there a termination clause? ☐ Yes ☒ No

If no, What are lease termination plans? FSO to negotiate with Lessor

How many customers are affected:

Post Office box customers: 303

General Delivery: _____

Rural Route: _____

Highway Contract Route (HCR): _____

City Route: _____

Intermediate Rural: _____

Intermediate HCR: _____

Total number of customers: 303

Window Service Hours: M-F: 08:30 AM-02:00 PM, 03:00 PM-05:00 PM Sat: 37.5

Lobby Hours: M-F: 24 Hours Sat: 24 Hours



Retail Customer Data:

What is the Post Office Box Fee Group for this location? 1
How many Post Office Boxes are at this location? [REDACTED]
How many Post Office Boxes are rented at this location? [REDACTED]
What are the plans for the Post Office Box customers? Rent PO boxes at nearby station and branches
Does the Office have an APC? ☐ Yes ☒ No

If yes, what are the plans for APC?

Total Window Staffing (Earned/Actual Staffing Graph, October/March of most current FY): (attach documentation)

Actual Staffing per day consistently exceeds earned and modeled staffing.

Average WTIL (12 month data): # of WTIL over 5 minutes: (attach documentation)

[REDACTED]

CSM Trend Data (Last 4 quarter trends): (attach documentation)

[REDACTED]

WIR for the last three fiscal years were:

\$ [REDACTED]
\$ [REDACTED]
\$ [REDACTED]

Total Operating Expenses for last 12-month data (ADM):
Average Daily Retail Transactions (12-month data): (Total Transactions divided by number of retail business days) (Source: Monthly, Yearly RDM FLASH)
Total Retail Transactions for current fiscal year and same period last year (RDM FLASH)

[REDACTED]

Retail Transaction Trends for last three fiscal years (RDM FLASH):

FY 2009

[REDACTED]

FY 2008

FY 2007

Total Customer visits for current fiscal year and same period last year (RDM FLASH)

[REDACTED]

Attach Map that illustrates the number of retail units within 10 miles, including alternate access sites. Use Retail Optimization Access Management (ROAM) system. Must include the following: USPS locations with labels, CPU, APC and SOC locations and competitor locations.



Bulk Mail Customers

Does the Office have a Bulk Mail Acceptance Unit? ☐ Yes ☒ No

If yes, what provisions will be made for the Bulk Mail Acceptance Unit?

Does the Office have a DDU drop? ☐ Yes ☒ No

If yes, what provisions will be made for the drop shipment customers?

How many permit customers and what provisions will be made for them?

No permit holders

Other Customer Information

Number of schools, religious institutions, organizations and businesses:
in service area:

Numerous

Are there handicapped customers that require special provisions? ☐ Yes ☒ No

If yes, what accommodations will be made for them if the office is consolidated?

Community Input

Community meeting: N/A

Number of customers attended:

Questionnaire:

Number returned: 125

Favorable: 10

Unfavorable: 56

No opinion: 59

Public Notice (local newspaper) Date (if applicable): N/A

Employee Data

How many career employees will be affected?

2

If yes, please include number by craft and position:

One Sales, Service / Distribution Associate

One Clerk Finance Station

What provisions will be made for impacted employees? Please include explanation by craft and position

Clerks will be excessed from Installation in accordance with provisions of Article 12.



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Total Annual Cost Savings

Employee Salaries, (minimum)*: \$27, 231

Inter station: 6,720

Lease / Rental Costs: 78,676

Utilities 3,184

Maintenance: 1,932

Total Expenses: \$117,743

* If position(s) are being eliminated include minimum salary of grade level(s) and fringe benefits.

Alternate Service Cost Analysis

Alternate Service to be provided (i.e., carrier delivery, PO Box Service at another facility, Cluster Box Unit, Non-Personnel Unit, etc).

Cost of proposed alternate service (i.e.,
transportation, extension of routes, etc): 0

Total Annual Savings: \$117,743

One time cost (i.e. CBU or building modifications): 0

Administrative Office (Gaining Facility Information)

Name, State & ZIP:	Falls Church Finance Unit, VA 22046-3199	EAS Level: 22	Miles away: 2
Window Service			09:00 AM-12:30
Hours: M-F	09:00 AM-05:00 PM	Sat	PM
Lobby Hours: M-F	24 Hours	Sat	24 Hours

What is the Post Office Box Fee Group for this location?

1

How many Post Office Boxes are at this location?

████████

How many Post Office Boxes are rented at this location?

████████

How many Post Office Boxes are available to rent?

████████

Does the Office have an APC?

☒ Yes ☐ No

Is there sufficient customer and employee parking?

☒ Yes ☐ No

If not, please explain what provisions will be made for customers and/or employees?



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Average WTIL (12 month data): (attach documentation) [REDACTED]

of Retail Workstations: 4

CSM Trend Data (Last 4 quarter trends): (attach documentation)

[REDACTED]

Estimated Window Staffing if Proposal is implemented (impacted office and gaining office). Use Earned/Actual Staffing Graph for Oct/Mar of most current fiscal year (attach documentation)

There will be no change with the staffing at the Falls Church Main Office Finance Unit.

Does facility have physical capacity for both retail and delivery to absorb workload? Include narrative to explain proposed changes

The Falls Church Main Office Finance Unit will be able to physically absorb the retail work load. This was taken into consideration in the DAR for the

New Finance unit at the main office. The Pimmit Branch is only a finance unit so carrier delivery is not an issue.

Nearest Post Office, Station, Branch or CPU (if different from above)

Name, State & ZIP: _____ EAS Level: _____ Miles away: _____

Window Service Hours: M-F No Hours Entered Sat No Hours Entered

Lobby Hours: M-F No Hours Entered Sat No Hours Entered

Number of PO boxes Available? _____

Prepared By: DENNIS E. VOORHEES Title: PO Review Coordinator

Phone Number: 540 667-3352 Date: 11/20/2009

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WOS Earned - Actual Staffing Graph

Total number of rows: 18

Total number of columns: 3

Report Filter:

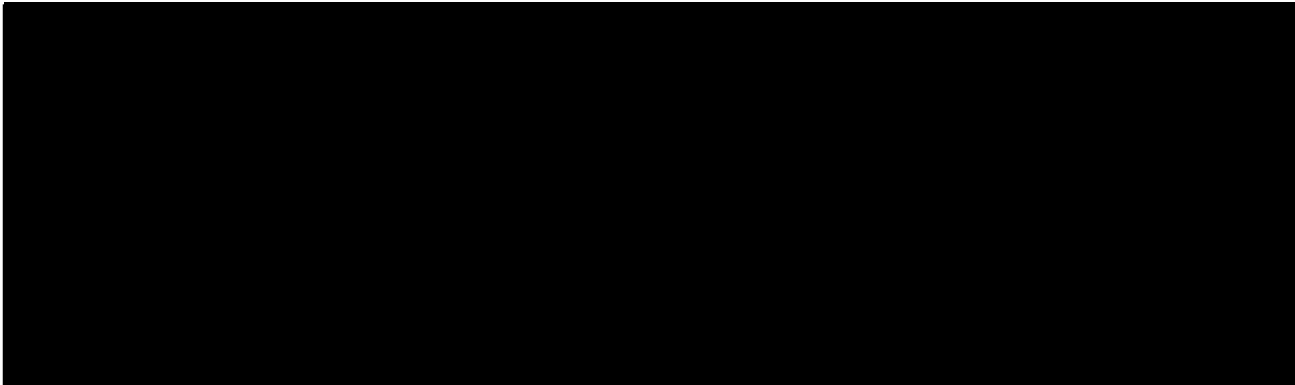
((Retail Unit) = FCC-PIMM [REDACTED] And (Month = Oct 2009 or Mar 2009) And ({Day of Week} = FRIDAY, MONDAY, TUESDAY, WEDNESDAY, THURSDAY or SATURDAY) And ({Average earned staffing per active half hour} >= 0)



WOS Earned - Actual Staffing Graph

WOS Earned - Actual Staffing Graph

The Actual Terminal Staffing is based on activity at the Front Office Counters and Passport terminals ONLY.



1/2 Hour Time Period

WOS Earned Staffing Per Day
Actual Terminal Staffing per Day
Modeled Staffing per Day

1/2 Hour of Day	Metrics	WOS Earned Staffing Per Day	Actual Terminal Staffing per Day	Modeled Staffing per Day
08:00				
08:30				
09:00				
09:30				
10:00				
10:30				
11:00				

UNITED STATES POSTAL SERVICE®				WOS Earned - Actual Staffing Graph			
1/2	Hour of Metrics	WOS Earned Staffing per Day	Actual Terminal Staffing per Day	Modeled Staffing per Day			
11:30							
12:00							
12:30							
13:00							
13:30							
14:00							
15:00							
15:30							
16:00							
16:30							
17:00							

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Mystery Shopper - Wait Times

Total number of rows: 8

Total number of columns: 8

Report Filter:

{{Retail Unit} = FCC-PIMMIT [REDACTED] And {{Fiscal Year} = FY 2009)

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Mystery Shopper - Wait Times

District	Retail Unit DESC	Retail Unit Unit Finance Number	LOC Code	Date	Mystery Shop Shop Evaluation ID Sequence	Metrics	Wait Time	Total Stations Staffed	Lobby Assistant (Y/N)	Total Revenue and Non-Revenue Transactions	Stamps Only Visits	Alternate Access Eligible Visits	Mail pickup Only Visits
NORTHERN VIRGINIA	FCC-PIMMIT	FSTN 5131290173	22043	Friday Sep 04, 2009									
				Wednesday Jul 15, 2009									
				Friday May 08, 2009									
				Monday Apr 20, 2009									
				Thursday Mar 12, 2009									
				Wednesday Feb 11, 2009									
				Monday Nov 24, 2008									
				Tuesday Oct 21, 2008									

RESIDENTIAL HOUSEHOLDS

Trend Analysis For RATING Question

For Fiscal Year: 2009 - 5 Quarters (Monthly Reporting)

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ZIP5 Trend Data For ZIP3 220 - NORTHERN VIRGINIA VA

Question: Thinking about all aspects of U.S. Postal Service performance during the past 30 days, please rate the service you have received

Response %: Excellent/Very Good/Good

ZIP5	2008	2009	2009	2009	2009
	PQ 4	PQ 1	PQ 2	PQ 3	PQ 4
22003 - ANNANDALE					
22009 - SPRINGFIELD					
22015 - SPRINGFIELD					
22025 - DUMFRIES					
22026 - DUMFRIES					
22027 - VIENNA					
22030 - FAIRFAX					
22031 - FAIRFAX					
22032 - FAIRFAX					
22033 - FAIRFAX					
22038 - FAIRFAX					
22039 - FAIRFAX					
22041 - FALLS CHURCH					
22042 - FALLS CHURCH					
22043 - FALLS CHURCH					
22044 - FALLS CHURCH					
3 - FALLS CHURCH					
22060 - FORT BELVOIR					
22066 - GREAT FALLS					
22079 - LORTON					
[ZIP3 220 - NORTHERN VIRGINIA VA]					



Financial Performance Report - All Lines (One
Finance Number)

Finance Number PPR Line

Status
Month

Month Closed
SEP-07

Measures

Actual

Plan

Prior FY

Plan Var

% Plan

Var

% Prior FY

Adjustment

Actual

YTD

YTD Plan

Prior FY

YTD

YTD Plan

Var

% Plan

Var

% Prior FY

Adjustment

Actual

YTD

YTD Plan

Prior FY

YTD

YTD Plan

Var

% Plan

Var

% Prior FY

Adjustment

Actual

YTD

YTD Plan

Prior FY

YTD

YTD Plan

Var

% Plan

Var

% Prior FY

Monthly - Yearly Retail Unit Comp Flash (POS ONE Retail Units Open Both Years)

Retail Unit	Month
FCC- PIMMIT FSTN	Sep 2009

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Category	Attributes	Actual for Month	Actual for Month for SPLY	% Compared To SPLY	Actual for Year to Date	Actual for Year to Date for SPLY	% Compared To SPLY
Walk-In Rev (WIR)	Total						
	Express Mail						
	Stamps						
	Priority Mail						
	Stamps						
	All Other						
	Stamps						
	Express Mail						
	Express Mail						
	WIR Txn						
	Express Mail						
	Full Postage						
	Affixed and						
	EMCA Txn						
	Priority Mail						
	Priority Mail						
	WIR Txn						
	Priority Mail						
	Full Postage						
	Affixed Txn						
	First-Class						
	Parcel Post						
	Parcel Post						
	WIR Txn						
	Parcel Post						
	Postage						
	Affixed Txn						
	Media Mail						
	Other						
	Domestic						
	(Library						
	Mail, BPM,						
	Orphan PVI)						
	International						
	Mailing						
	Special						
	Services						
	Orphan PVI						
	Txn						
	Packaging						
	Products						
	Retail						
	Products						
	Philatelic						
	Products						
	Passport						
	Fees and						
	Photo						
	Services						
	Phonecards						
	Retail						
	Services						
Operational Data	Customer						
	Visits						
	Total						
Business Days	Transactions						
	(Rev & Non-						
	Rev)						
Business Days	POS ONE						
	Terminal						
	Hours						
Business Days	WIR / POS						
	ONE						
	Terminal Hr						
Business Days	WIR /						
	Customer						

Visit
 Expedited
 Mail WIR
 Txn / Parcel
 Post WIR
 Txn
 Special
 Services
 WIR Txn /
 Mailing WIR
 Txn
 Expedited
 Mail WIR
 Txn /
 Domestic
 Mail WIR
 Txn

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Monthly - Yearly Retail Unit Flash (All Reporting POS ONE Retail Units)

Category	Attributes	Actual for Month	Actual for Month for SPLY	% Compared to SPLY	Actual for Year to Date	Actual for Year to Date for SPLY	% Compared to SPLY
Walk-In Rev (WIR)	Total						
	Express Mail Stamps						
	Priority Mail Stamps						
	All Other Stamps						
	Express Mail						
	Express Mail WIR Txn						
	Express Mail Full Postage Affixed and EMCA Txn						
	Priority Mail						
	Priority Mail WIR Txn						
	Priority Mail Full Postage Affixed Txn						
	First-Class						
	Parcel Post						
	Parcel Post WIR Txn						
	Parcel Post Postage Affixed Txn						
	Media Mail						
	Other Domestic (Library Mail, BPM, Orphan PVI)						
	International Mailing						
	Special Services						
	Orphan PVI Txn						
	Packaging Products						
	Retail Products						
	Philatelic Products						
	Passport Fees and Photo Services						
	Phonecards						
	Retail Services						
	Customer Visits						
	Total						

Operational Data	Transactions (Rev & Non-Rev) POS ONE Terminal Hours
Business Days	Business Days
	WIR / POS ONE Terminal Hr
	WIR / Customer Visit
	Expedited Mail WIR Txn / Parcel
Retail Productivity	Post WIR Txn
	Special Services WIR Txn / Mailing WIR Txn
	Expedited Mail WIR Txn / Domestic Mail WIR Txn

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Monthly - Yearly Retail Unit Comp Flash (POS ONE Retail Units Open Both Years)

Retail Unit	Month
FCC- PIMMIT FSTN	Sep 2008

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Category	Attributes	Actual for Month	Actual for Month for SPLY	% Compared To SPLY	Actual for Year to Date	Actual for Year to Date for SPLY	% Compared To SPLY
Walk-In Rev (WIR)	Total						
	Express Mail Stamps						
	Priority Mail Stamps						
	All Other Stamps						
	Express Mail WIR Txn						
	Express Mail Full Postage Affixed and EMCA Txn						
	Priority Mail WIR Txn						
	Priority Mail Full Postage Affixed Txn						
	First-Class Parcel Post WIR Txn						
	Parcel Post WIR Txn						
	Parcel Post Postage Affixed Txn						
	Media Mail						
	Other Domestic (Library Mail, BPM, Orphan PVI)						
	International Mailing						
	Special Services						
	Orphan PVI Txn						
	Packaging Products						
	Retail Products						
	Philatelic Products						
	Passport Fees and Photo Services						
	Phonecards						
	Retail Services						
	Customer Visits						
	Total Transactions (Rev & Non- Rev)						
Operational Data	POS ONE Terminal Hours						
Business Days	Business Days						
	WIR / POS ONE Terminal Hr						
	WIR / Customer						

Visit
Expedited
Mail WIR
Txn / Parcel
Post WIR
Txn
Special
Services
WIR Txn /
Mailing WIR
Txn
Expedited
Mail WIR
Txn /
Domestic
Mail WIR
Txn

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Monthly - Yearly Retail Unit Flash (All Reporting
POS ONE Retail Units)

Category	Attributes	Actual for Month	Actual for Month for SPLY	% Compared to SPLY	Actual for Year to Date	Actual for Year to Date for SPLY	% Compared to SPLY
Walk-In Rev (WIR)	Total						
	Express Mail Stamps						
	Priority Mail Stamps						
	All Other Stamps						
	Express Mail						
	Express Mail WIR Txn						
	Express Mail Full Postage Affixed and EMCA Txn						
	Priority Mail						
	Priority Mail WIR Txn						
	Priority Mail Full Postage Affixed Txn						
	First-Class						
	Parcel Post						
	Parcel Post WIR Txn						
	Parcel Post Postage Affixed Txn						
	Media Mail						
	Other Domestic (Library Mail, BPM, Orphan PVI)						
	International Mailing						
	Special Services						
	Orphan PVI Txn						
	Packaging Products						
	Retail Products						
	Philatelic Products						
	Passport Fees and Photo Services						
	Phonecards						
	Retail Services						
	Customer Visits						
	Total						

Operational Data	Transactions (Rev & Non- Rev)	
	POS ONE Terminal Hours	
Bu. Days	Business Days	
	WIR / POS ONE Terminal Hr	
	WIR / Customer Visit	
	Expedited Mail WIR Txn / Parcel	
Retail Productivity	Post WIR Txn	
	Special Services WIR Txn / Mailing WIR Txn	
	Expedited Mail WIR Txn / Domestic Mail WIR Txn	

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Node Name:

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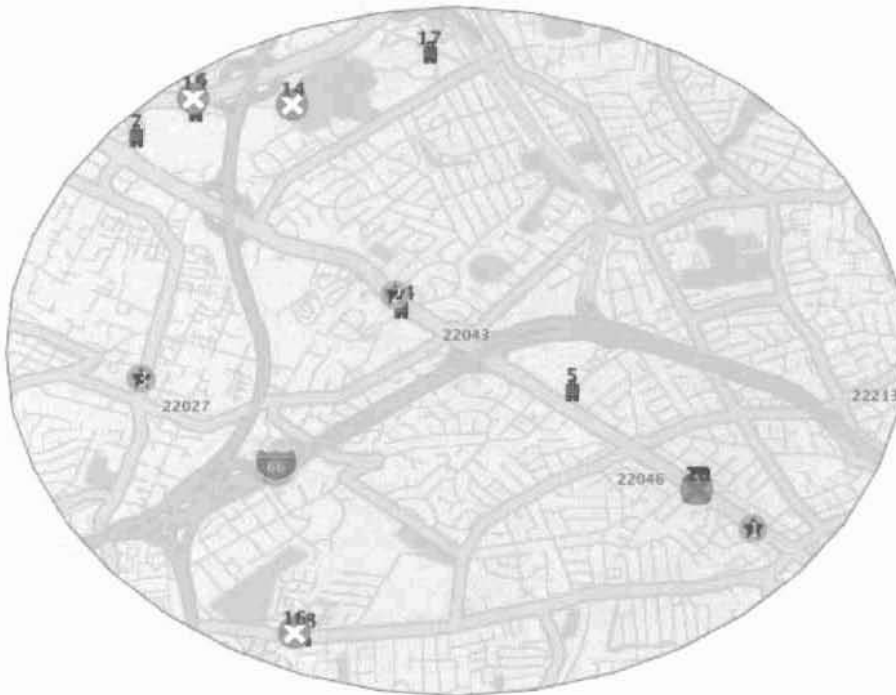
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Node #: Area: FY: 

Print

Close

Property ID	Property Name	Total Carrier Routes			Existing		Calc (+/-) Today	
		Rural	City	Highway	Retail	WR	Retail	WR
1	513126-001	[REDACTED]						
2	513129-001							
3	519319-G01							
	Access Point Name	Address		City	State	Zip	Alt / Ancillary Access	
1	Blue Top Cab Co	1115 W Broad St		Falls Church	VA	22046	COMP	
2	CHEVY CHASE	7501 LEESBURG PIKE		FALLS CHURCH	VA	22043	CONSG	
3	CHEVY CHASE	7501 LEESBURG PIKE		FALLS CHURCH	VA	22043	CONSG	
4	CHEVY CHASE	7040 HAYCOCK RD		FALLS CHURCH	VA	22043	CONSG	
5	CHEVY CHASE	1100 W BROAD ST		FALLS CHURCH	VA	22046	CONSG	
6	CHEVY CHASE	8110 FLETCHER ST		MCLEAN	VA	22102	CONSG	
7	CHEVY CHASE	1960 CHAIN BRIDGE RD		MCLEAN	VA	22102	CONSG	
8	CVS	1150 W BROAD ST		FALLS CHURCH	VA	22046	CONSG	
9	CVS	134 W BROAD ST		FALLS CHURCH	VA	22046	CONSG	
10	FALLS CHURCH STATION	800 WEST BROAD ST		FALLS CHURCH	VA	22046	APC	
11	FEDEX Office	348 W Broad St		Falls Church	VA	22046	COMP	
12	GIANT	1230 W BROAD ST		FALLS CHURCH	VA	22046	CONSG	
13	Mailbox Extra	201 W Broad St		Falls Church	VA	22046	COMP	
14	National Mailing Systems	1749 Old Meadow Rd # 200		Mc Lean	VA	22102	COMP	
15		1915 Chain Bridge Rd # B		Mc	VA	22102	COMP	

	Parcel Plus		Lean			
16	Quality Service	2820 Mary St	Falls Church	VA	22042	COMP
17	SAFEWAY	7401 COLSHIRE DR	MC LEAN	VA	22102	CONSG
18	SAFEWAY	7397 LEE HWY	FALLS CHURCH	VA	22042	CONSG
19	SCHURMAN FINE PAPERS	7934 TYSONS CORNER CTR	MCLEAN	VA	22102	CONSG
20	SERVICE CENTERS CORP	1118 W BROAD ST	FALLS CHURCH	VA	22046	CONSG
21	STAPLES	1104 W BROAD ST	FALLS CHURCH	VA	22046	CONSG
22	UPS Store	1069 W Broad St	Falls Church	VA	22046	COMP
23	US Post Office	301 W Broad St	Falls Church	VA	22046	COMP
24	WHOLE FOODS MARKET	7511 LEESBURG PIKE	FALLS CHURCH	VA	22043	CONSG

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Survey of Incoming Mail
(Record in Pieces)

Post Office Name and ZIP+4: P. m. m. 4 Branch 22043

Dates Recorded: 3-14-09 through 3-27-09



	Letters		Flats		Parcels		Other
Date	First Class	Standard	First Class	Standard	Priority	Standard	
³⁻¹⁴ Saturday							
³⁻¹⁶ Monday							
³⁻¹⁷ Tuesday							
³⁻¹⁸ Wednesday							
³⁻¹⁹ Thursday							
³⁻²⁰ Friday							
³⁻²¹ Saturday							
³⁻²³ Monday							
³⁻²⁴ Tuesday							
³⁻²⁵ Wednesday							
³⁻²⁶ Thursday							
³⁻²⁷ Friday							
TOTALS							
Daily Average							

Signature of Person Making Count: _____

Printed Name: _____

Title: PO Box clerks

Conversion Rate

Letter Type	Total Pieces Per Foot	Flat Type	Total Pieces Per Foot
Manual Letters		Manual Flats	
Automated Letters		Automated Flats	
Sequenced Letters		Sequenced Flats	

Note: Conversion rates are subject to periodic updates which will be published and disseminated when applicable.

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PAGE	<u>1</u>

PROPOSAL TO CLOSE
THE PIMMIT BRANCH
FALLS CHURCH, VA

Docket Number 22043

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ITEM NO	22
PAGE	2

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Pimmit Branch in Falls Church, VA and provide Post Office Box and retail services at the Falls Church Finance Unit, located 2 miles away. In addition, The Dunn Loring Branch in Vienna, VA is located only 2.2 miles away. Three Stamps on Consignment locations are located within 1.2 miles of Pimmit. They are Chevy Chase, 7501 Leesburg Pike, Whole Foods Market, 7511 Leesburg Pike and Chevy Chase located at 7040 Haycock RD, Falls Church, VA. The Pimmit Branch is surrounded by city delivery routes. Customers may also choose to erect mail boxes and to receive delivery along the city carrier's line of travel. The DAR for the Falls Church Finance Unit indicated the Pimmit Branch would be closed.

The Walk In Revenue and customer transactions have declined at the Pimmit Branch. There are only 303 Post Office Boxes rented. The surrounding Station and Branches, Stamps on Consignment locations and city delivery routes should provide the customers of the Pimmit area sufficient alternatives for their delivery and retail needs.

The Pimmit Branch provides service 37.5 hours a week from 8:30 AM to 2:00 PM and 3:00 to 5:00 PM, Monday through Friday (closed on Saturdays) to 303 Post Office Boxes and -0- general delivery customers. Retail services include the sale of stamps, stamped paper, and money orders; special services such as Registered, Certified, Insured, Delivery Confirmation, Signature Confirmation, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Daily retail window transactions average 441. Office receipts for the last three years were: \$687,149 in FY 2009; \$844,764 in FY 2008; and \$821,543 in FY 2007. There were no permit mailers or postage meter customers.

When this proposal is implemented, Post Office Box and retail services will be provided by the Falls Church Finance Unit. Window service hours at the Falls Church Finance Unit are from 9:00 AM to 5:00 PM, Monday through Friday, and 9:00 AM to 12:30 PM on Saturday. There are 608 Post Office Boxes available.

It was determined that a community meeting was not necessary and questionnaires were mailed to the Pimmit Post Office Box Customers and available to Retail Customers. The Pimmit Carriers are located at the Falls Church Main Office and all "Left Notice" items for accountalbes and articles too large for the mail box are left at the Falls Church Finance Unit.

On January 7, 2010, 303 questionnaires were distributed to the Post Office Box customers of the Pimmit Branch. Questionnaires were also available over the counter for retail customers at the Pimmit Branch. 125 questionnaires were returned. 10 responses were favorable, 56 unfavorable, and 59 expressed no opinion regarding the proposed alternate service.

Congressional inquiries were received on February 5, 2010, February 6, 2010 and February 17, 2010.

The following postal concerns were expressed on the returned questionnaires and from the three congressional inquiries:

1. **Concern:** Customers were concerned about senior citizens.

Response: Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery services. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. Elderly customers should expect the same level of assistance and helpful service from the surrounding post offices.

2. **Concern:** Customers were concerned about the traffic and additional travel time to go to another post office.

Response: The Postal Service has developed a number of convenient options that can save customers a trip to the Post Office. For instance, customers can buy stamps online on our Web site at www.usps.com, by phone at 1-800-STAMPS24, or by mail. Stamp orders are delivered directly to customer mailing addresses. Our Click-N-Ship online mailing service will calculate and print mailing labels with postage. It also offers free Delivery Confirmation or Signature Confirmation as an option. Free carrier pickup may be requested online and is available with Express Mail Overnight Guaranteed, Priority Mail and International Mail. Customers can also place their mail on hold, file a change-of-address order, or request redelivery of an item of which a notice was left by calling 1-800-ASK-USPS or visiting www.usps.com.

3. **Concern:** Customers were concerned that the parking at the Fall Church Post Office was insufficient and dangerous.

Response: The planning for the new Falls Church Post Office took into consideration additional parking. Available parking spaces should not be an issue. The Ingress and Egress to the parking area is in compliance with all local ordinances and codes. During rush hour, it may be difficult to make left hand turns on to Broad Street. It is recommended to make right hand turns during the high traffic time period.

4. **Concern:** Customers were concerned that the clerks at the Falls Church Post Office were rude and inefficient.

Response: Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. The postmaster of Falls Church has been notified of your concern.

5. **Concern:** Customers were concerned that they would not receive the exceptional service that they received at the Pimmit Branch.

Response: Courteous and helpful service will be provided by personnel at the Falls Church Main Post Office and other post offices in the area.

6. **Concern:** Customers were concerned because the lines were long at the Falls Church Post Office.

Response: The Postal Service™ shares the problem of occasional long lines with banks, supermarkets, and other retail outlets. Lines occur most often on Mondays, day after holidays, during lunch hours, and near closing times. We make a concerted effort to match our staffing schedules with the known peaks of customer traffic. To minimize wait time, we rely upon our Postmasters to take steps to remedy the situation and ensure that customers do not have to wait in line an unreasonable or excessive amount of time. The postmaster of Falls Church was notified of this concern.

7. **Concern:** Customers were concerned about the dissemination method of the questionnaires and time frames allowed for community feedback.

Response: Each Post Office Box customer received a questionnaire and questionnaires were available for walk in customers at the retail unit from January 7, 2010 to January 21,

2010. It should be noted that all comments received up to June 7, 2010 have been taken into consideration.

8. **Concern:** Customers were concerned about the Change of Address Policy.

Response: Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondence of the change. First Class mail is currently forwarded for a period of 12 months.

9. **Concern:** Customers were concerned about where they could deposit outgoing mail if the Pimmit Branch were to close.

Response: The Postal Service intends to have a collection box in this area for the deposit of mail.

10. **Concern:** Customers were concerned about the cost of printing new stationary and envelopes and the need for advance notification of the effective date.

Response: Customers would not be expected to incur the cost of reprinting their business stationary and envelopes immediately. They should be able to exhaust their current supply and just notify their customers of their new address in their every day correspondence with them. If a decision is made to actually close the Pimmit Branch, we will give as much of an advance notice as possible in order to minimize the impact to our customers.

11. **Concern:** A customer was concerned about lost and damaged mail at the Falls Church Main Post Office.

Response: Reports of mail loss is a great concern. Regrettably, when such instances are brought to our attention, there is no sure way of determining what may have happened. With the large volume of mail moving through our network each day, it is literally impossible to trace a single piece of regular First-Class Mail. Only Registered Mail, which is accounted for during its entire journey, can be accurately traced. The Postal Service appreciates the reporting these instances to us so we can work toward improvements.

12. **Concern:** Customers expressed concern that that the discontinuance of the Pimmit Branch would impose a hardship on them because they operate businesses in the area and have an ecommerce business. They stated that it may force them to utilize our competitors more.

Response: If a decision is made to close the Pimmit Branch, we will have a representative from our Sales Group contact the customer to explore ways to retain their business.

13. **Concern:** Customers wanted Post Office Box service but did not want to go to the Falls Church Post Office.

Response: For customers that require Post Office Box Service, there are other options available other than the Falls Church Post Office. The Dunn Loring Branch of Vienna Virginia is located only 2.2 miles away for their convenience.

14. **Concern:** Customers were concerned about the reduction of hours at Pimmit Branch.

Response: A reduction of the hours the retail windows were open had been previously implemented at the Pimmit Branch. This was due to the fact that the hours of operation were not being supported by customer traffic or revenue transactions

Some advantages of alternative delivery and retail service proposal are:

1. Carrier delivery service is beneficial to some senior citizens, the handicapped, and working people since customers will no longer need to travel to the Post Office to pick up their mail.
2. *Stamps by Mail* order forms are provided for customer convenience and three Stamp on Consignment locations.
3. Customers opting for carrier service will have 24-hour access to their mail.
4. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
5. Customers opting for carrier service will no longer have to pay Post Office box fees.

Some disadvantages of alternative delivery and retail service proposal are:

1. The loss of a retail outlet in the community.
2. A change in mailing address.

Taking all available information into consideration, the Postal Service concludes this proposal should provide the customers of the Pimmit Area sufficient alternatives for their delivery and retail needs.

II. EFFECT ON COMMUNITY

The Pimmit Area is an unincorporated community located in Fairfax County. The community is administered politically by the Fairfax County Government. Police protection is provided by Fairfax County, and fire protection is provided by Fairfax County. The community is comprised of retired people, those who commute to work at nearby cities and work in local businesses.

There are numerous religious institutions and businesses in the community. Residents conduct business in the Pimmit Area and travel to nearby communities for other supplies and services.

Nonpostal services provided at the Pimmit Branch will be available at the Falls Church Finance Unit. Government forms normally provided by the post office will also be available at the Falls Church Finance Unit or by contacting their local government agency.

The following nonpostal concerns were expressed on the returned questionnaires and on the congressional inquiry:

1. **Concern:** A customer felt the Pimmit Branch should not be discontinued since she was a tax payer.

Response: The United States Postal Service has not been funded by tax dollars since the early 1970's. We must meet our expenses by the revenues we generate. Operational savings for the Postal Service, contributes in the long run to stable postage rates and savings for our customer.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

There are two Full Time employees at the Pimmit Branch which includes a Level 7 Clerk Finance Station and a Level 6 Sales and Service Distribution Associate. These employees will be excessed in accordance to the Article 12 provisions of the National Agreement between the American Postal Workers Union and the United States Postal Service. No other postal employee will be adversely affected.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$117,743 with a breakdown as follows:

Employee Salaries	\$27,231
Inter-station Transportation	6,720
Rental Costs	78,676
Utilities	3,184
Maintenance	+1,932
Total Annual Costs	\$117,743
Less Annual Cost of Replacement Service	-0
Total Annual Savings	\$117,743

The projected 10 year Net Present Value is: **\$805,039**

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Pimmit Branch in Falls Church, VA and provide Post Office Box and retail services at the Falls Church Finance Unit, located 2 miles away. In addition, The Dunn Loring Branch in Vienna, VA is located only 2.2 miles away. Three Stamps on Consignment locations are located within 1.2 miles of Pimmit. They are Chevy Chase, 7501 Leesburg Pike, Whole Foods Market, 7511 Leesburg Pike and Chevy Chase located at 7040 Haycock RD, Falls Church, VA. The Pimmit Branch is surrounded by city delivery routes. Customers may also choose to erect mail boxes and to receive delivery along the city carrier's line of travel. The DAR for the Falls Church Finance Unit indicated the Pimmit Branch would be closed.

There are two Full Time employees at the Pimmit Branch which includes a Level 7 Clerk Finance Station and a Level 6 Sales and Service Distribution Associate. These employees will be excessed in accordance to the Article 12 provisions of the National Agreement between the American Postal Workers Union and the United States Postal Service. No other postal employee will be adversely affected.

The Pimmit Branch provides service 37.5 hours a week to 303 Post Office Box customers and other customers wishing to purchase retail products. Daily retail window transactions average 441. There are no permit mailers or postage meter customers.

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There will no longer be a retail outlet in the community. However, there are numerous Branches and Stamps on Consignment locations within two miles of the Pimmit Branch where customers may purchase retail products. The Postal Service will save an estimated \$117,743 annually with a Ten Year Net Present Value of \$805,039.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

Dennis P. Valer

Post Office Review Coordinator

6-21-10

Date



June 21, 2010

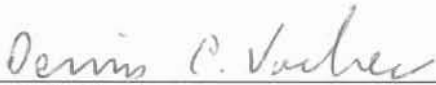
MICHAEL S. FUREY
District Manager, Customer Service and Sales
Northern Virginia District

SUBJECT: Official Record
Pimmit Branch
Falls Church, VA
Docket Number 22043

Enclosed is the original and one copy of the official record concerning the closing of the Pimmit Branch, Falls Church, VA.

Following your review, please retain the original record for district files and forward the copy with original photographs to the Vice President, Delivery and Post Office Operations, at Headquarters with the attached cover memo.

A completed proposal checklist is included in the record.


Dennis E. Voorhees
Manager, Post Office Operations

Enclosures



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June 25, 2010

Vice President, Delivery and Post Office Operations
ATTN: Rich Rudez
United States Postal Service
475 L'Enfant Plaza RM 5621
Washington, DC 20260-5621

SUBJECT: OFFICIAL RECORD

Enclosed for your review and approval is the official record to discontinue the Pimmit Branch, Falls Church, VA.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Dennis Voorhees, Post Office Review Coordinator, at 540 667-3352.

Michael S. Furey
District Manager
Customer Service and Sales
Northern Virginia District

Enclosures: One copy of record
Headquarters' acknowledgment of receipt of official record
Self-addressed envelope

cc: Linda A. Kingsley, Area Vice President (A), Capital Metro Operations (no enclosures)

DEAN J. GRANHOLM
VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS



DISTRICT MANAGER
CUSTOMER SERVICE AND SALES
NORTHERN VIRGINIA DISTRICT
8409 LEE HIGHWAY
MERRIFIELD VA 22081-9998

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination
Pimmit Branch, Falls Church, VA 22043

The final determination to discontinue the subject office is enclosed, along with a Postal Bulletin announcement form to be completed and returned to this office by the district.

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the enclosed Postal Bulletin post office change announcement form in its entirety and send it to this office (in triplicate). One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management for the post office change announcement. Please note that Headquarters Address Management will not announce any post office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

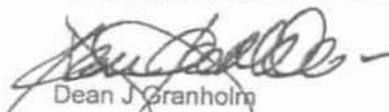
Please coordinate with your Address Management System unit to make sure that the Address Management System (AMS) Report is updated according to existing Headquarters Address Management instructions.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination documents must be added to that record. Do not send them to Headquarters. The official record should be archived at the district by the post office review coordinator after the post office change announcement has appeared in the Postal Bulletin.

Please contact James W. Boldt at (202) 268-5062 if assistance is needed.

Thank you for your assistance.


Dean J. Granholm
Attachments (2)

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cc: Vice President, Area Operations, Capitol Metro Area
Senior Vice President, Government Relations & Public Affairs
Vice President, Retail Products and Services
Vice President, Facilities
Headquarters Library
Headquarters Historian

bcc: Angie Burns, Manager Business Service Network Integration (with attachments)
Christine Ray, Manager, Retail Service Network Access & Innovation (with attachments)
Kim Weaver, Manager, Government Liaison
Charles Kappler, Deputy, General Counsel
Mary Ann Gibbons, Executive VP, General Counsel

Tim Reynolds (w/attachments)
U.S. Postal Service
PO box 1449
Hazard KY 41702-1449

CSO:JBoldt:6806:hrs:Pimmit Branch:20260-5607
bcc: RFile,SFile-Pimmit Branch, VA 22043-9998

Postal Bulletin Post Office Change Announcement Form
Final Determination 30-Day Posting Dates

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Post Office Final Determination Posting Dates*

Date posted: _____

Actual discontinuance date: _____

Date removed: _____

Official discontinuance date: _____

No. of days posted: _____

(Headquarters entry) _____

Note: Unless otherwise stated, the official discontinuance date listed in the Postal Bulletin is the first Saturday 90 days after the final determination is posted. For a community post office, classified station, or classified branch, the discontinuance date is 60 days after the Headquarters approval date.

**BEFORE CHANGE
POST OFFICE INFORMATION**

Post Office
name and state: _____

ZIP Code: _____ Finance no.: _____

County/parish: _____

Type of discontinuance:
Consolidate () Close ()

Type of discontinued facility

Post Office ()
Classified Station () Branch ()
Community Post Office (CPO) ()

Coordinator name and title: _____
Telephone: _____

**AFTER CHANGE
POST OFFICE INFORMATION**

Administrative
Post Office: _____

ZIP Code: _____ Finance no.: _____

County/parish: _____

Original name retained? Yes () No ()
New last line of customer address is: _____

Type of replacement service

Post Office () Route ()
Classified Station () Branch ()
Contract Unit () Community Post Office ()

Date: _____
(Location) District: _____

Mailing instructions for independent post office discontinuance. When the final determination is removed, send the round-dated front cover showing the posting dates and three copies of this Postal Bulletin Post Office Change Announcement Form to:

JAMES W. BOLDT
MANAGER RETAIL OPERATIONS
US POSTAL SERVICE
475 L'ENFANT PLAZA, S.W., ROOM 6806
FAX: 202-268-2048
WASHINGTON, DC 20260-6806

The announcement cannot be made in the Postal Bulletin unless this form is submitted to the above address. Do not send directly to Address Management, USPS Headquarters.

Mailing instructions for CPO/classified station/classified branch discontinuance. Immediately submit three copies of this announcement form to the above address. For non-suspended offices, enclose a copy of the letter sent to customers notifying them of the discontinuance.

For more information, call (202) 268-5062.

Headquarters entry: () TL () HS

*Final determination posting is not required for CPO, classified station, or classified branch discontinuance. Final determination for an independent post office must be posted for at least 30 days.

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FINAL DETERMINATION TO CLOSE

THE

PIMMIT BRANCH, VA OFFICE

AND CONTINUE TO PROVIDE

CITY DELIVERY SERVICE

DOCKET NO	22043
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I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the Pimmit Branch in Falls Church, VA and continue to provide city delivery service. Post Office Box and retail services will be provided at the Falls Church Finance Unit, VA 22040, located 2 miles away.

Service will be provided to roadside mailboxes installed by customers on the carrier's line of travel.

A classified branch is operated by career postal employees and provides the same services as an independent post office, including postage meter setting and acceptance of permit mail.

The Walk In Revenue and customer transactions have declined at the Pimmit Branch. There are only 303 Post Office Boxes rented. The surrounding Station and Branches, Stamps on Consignment locations and city delivery routes should provide the customers of the Pimmit area sufficient alternatives for their delivery and retail needs.

The Pimmit Branch, an EAS-22 level, provides service 37.5 hours a week from 8:30 a.m. to 2:00 p.m. and 3:00 to 5:00 p.m., Monday through Friday, and closed on Saturdays to 303 post office box customers. Retail services include the sale of stamps, stamped paper, and money orders; special services such as registered, certified, insured, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Daily retail window transactions average 441. Office receipts for the last three years were: \$687,149 in FY 2009; \$844,764 in FY 2008; and \$821,543 in FY 2007. There are no permit mail customers.

When this final determination is implemented, Post Office Box and retail services will be provided by the Falls Church Finance Unit, an EAS-22 level office located 2 miles away. Window service hours at the Falls Church Finance Unit are from 9:00 a.m. to 5:00 p.m., Monday through Friday, and 9:00 a.m. to 12:30 p.m. on Saturday. There are 608 Post Office Boxes available.

On January 7, 2010, 303 questionnaires were distributed to the Post Office Box customers of the Pimmit Branch. Questionnaires were also available over the counter for retail customers at the Pimmit Branch. 125 questionnaires were returned. 10 responses were favorable, 56 unfavorable, and 59 expressed no opinion regarding the proposed alternate service.

The following postal concerns were expressed on the returned questionnaires, from customer letters, on the petition, and from the congressional inquiries:

1. **Concern:** Customers were concerned about senior citizens.

Response: Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery services. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. Elderly customers should expect the same level of assistance and helpful service from the surrounding post offices.

2. **Concern:** Customers were concerned about the traffic and additional travel time to go to another post office.

Response: The Postal Service has developed a number of convenient options that can save customers a trip to the Post Office. For instance, customers can buy stamps online on our Web site at www.usps.com, by phone at 1-800-STAMPS24, or by mail. Stamp orders are delivered directly to customer mailing addresses. Our Click-N-Ship online mailing service will calculate and print mailing labels with postage. It also offers free Delivery Confirmation or Signature Confirmation as an option. Free carrier pickup may be requested

online and is available with Express Mail Overnight Guaranteed, Priority Mail and International Mail. Customers can also place their mail on hold, file a change-of-address order, or request redelivery of an item of which a notice was left by calling 1-800-ASK-USPS or visiting www.usps.com.

3. **Concern:** Customers were concerned that the parking at the Fall Church Post Office was insufficient and dangerous.

Response: The planning for the new Falls Church Post Office took into consideration additional parking. Available parking spaces should not be an issue. The Ingress and Egress to the parking area is in compliance with all local ordinances and codes. During rush hour, it may be difficult to make left hand turns on to Broad Street. It is recommended to make right hand turns during the high traffic time period.

4. **Concern:** Customers were concerned that the clerks at the Falls Church Post Office were rude and inefficient.

Response: Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. The postmaster of Falls Church has been notified of your concern.

5. **Concern:** Customers were concerned that they would not receive the exceptional service that they received at the Pimmit Branch.

Response: Courteous and helpful service will be provided by personnel at the Falls Church Main Post Office and other post offices in the area.

6. **Concern:** Customers were concerned because the lines were long at the Falls Church Post Office.

Response: The Postal Service™ shares the problem of occasional long lines with banks, supermarkets, and other retail outlets. Lines occur most often on Mondays, day after holidays, during lunch hours, and near closing times. We make a concerted effort to match our staffing schedules with the known peaks of customer traffic. To minimize wait time, we rely upon our Postmasters to take steps to remedy the situation and ensure that customers do not have to wait in line an unreasonable or excessive amount of time. The postmaster of Falls Church was notified of this concern.

7. **Concern:** Customers were concerned about the dissemination method of the questionnaires and time frames allowed for community feedback.

Response: Each Post Office Box customer received a questionnaire and questionnaires were available for walk in customers at the retail unit from January 7, 2010 to January 21, 2010. It should be noted that all comments received up to June 7, 2010 have been taken into consideration.

8. **Concern:** Customers were concerned about the Change of Address Policy.

Response: Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondence of the change. First Class mail is currently forwarded for a period of 12 months.

9. **Concern:** Customers were concerned about where they could deposit outgoing mail if the Pimmit Branch were to close.

Response: The Postal Service intends to have a collection box in this area for the deposit of mail.

10. **Concern:** Customers were concerned about the cost of printing new stationary and envelopes and the need for advance notification of the effective date.

Response: Customers would not be expected to incur the cost of reprinting their business stationary and envelopes immediately. They should be able to exhaust their current supply and just notify their customers of their new address in their every day correspondence with them. If a decision is made to actually close the Pimmit Branch, we will give as much of an advance notice as possible in order to minimize the impact to our customers.

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Response: Reports of mail loss is a great concern. Regrettably, when such instances are brought to our attention, there is no sure way of determining what may have happened. With the large volume of mail moving through our network each day, it is literally impossible to trace a single piece of regular First-Class Mail. Only Registered Mail, which is accounted for during its entire journey, can be accurately traced. The Postal Service appreciates the reporting these instances to us so we can work toward improvements.

12. **Concern:** Customers wanted Post Office Box service but did not want to go to the Falls Church Post Office.

Response: For customers that require Post Office Box Service, there are other options available other than the Falls Church Post Office. The Dunn Loring Branch of Vienna Virginia is located only 2.2 miles way for their convenience.

13. **Concern:** Customers were concerned about the reduction of hours at Pimmit Branch.

Response: A reduction of the hours the retail windows were open had been previously implemented at the Pimmit Branch. This was due to the fact that the hours of operation were not being supported by customer traffic or revenue transactions

Some advantages of alternative delivery and retail service proposal are:

1. Carrier delivery service is beneficial to some senior citizens, the handicapped, and working people since customers will no longer need to travel to the Post Office to pick up their mail.
2. Stamps by Mail order forms are provided for customer convenience and three Stamp on Consignment locations.
3. Customers opting for carrier service will have 24-hour access to their mail.
4. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
5. Customers opting for carrier service will no longer have to pay Post Office box fees.

Some disadvantages of alternative delivery and retail service proposal are:

1. The loss of a retail outlet in the community.
2. A change in mailing address.

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Taking all available information into consideration, the Postal Service concludes this proposal should provide the customers of the Pimmit Area sufficient alternatives for their delivery and retail needs.

II. EFFECT ON COMMUNITY

The Pimmit Area is an unincorporated community located in Fairfax County. The community is administered politically by the Fairfax County Government. Police protection is provided by Fairfax County, and fire protection is provided by Fairfax County. The community is comprised of retired people, those who commute to work at nearby cities and work in local businesses.

There are numerous religious institutions and businesses in the community. Residents conduct business in the Pimmit Area and travel to nearby communities for other supplies and services.

Nonpostal services provided at the Pimmit Branch will be available at the Falls Church Finance Unit. Government forms normally provided by the post office will also be available at the Falls Church Finance Unit or by contacting their local government agency.

The following nonpostal concerns were expressed on the returned questionnaires and on the congressional inquiry:

1. **Concern:** A customer felt the Pimmit Branch should not be discontinued since she was a tax payer.

Response: The United States Postal Service has not been funded by tax dollars since the early 1970's. We must meet our expenses by the revenues we generate. Operational savings for the Postal Service, contributes in the long run to stable postage rates and savings for our customer.

2. **Concern:** Customers expressed concern that that the discontinuance of the Pimmit Branch would impose a hardship on them because they operate businesses in the area and have an ecommerce business. They stated that it may force them to utilize our competitors more.

Response: If a decision is made to close the Pimmit Branch, we will have a representative from our Sales Group contact the customer to explore ways to retain their business.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

There are two Full Time employees at the Pimmit Branch which includes a Level 7 Clerk Finance Station and a Level 6 Sales and Service Distribution Associate. These employees will be excessed in accordance to the Article 12 provisions of the National Agreement between the American Postal Workers Union and the United States Postal Service. No other postal employee will be adversely affected.

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IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$117,743 with a breakdown as follows:

Employee Salaries	\$27,231
Inter-station Transportation	6,720
Rental Costs	78,676
Utilities	3,184
Maintenance	+1,932
Total Annual Costs	<u>\$117,743</u>
Less Annual Cost of Replacement Service	-0
 Total Annual Savings	 \$117,743

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Pimmit Branch in Falls Church, VA and provide Post Office Box and retail services at the Falls Church Finance Unit, located 2 miles away. In addition, The Dunn Loring Branch in Vienna, VA is located only 2.2 miles away. Three Stamps on Consignment locations are located within 1.2 miles of Pimmit. They are Chevy Chase, 7501 Leesburg Pike, Whole Foods Market, 7511 Leesburg Pike and Chevy Chase located at 7040 Haycock RD, Falls Church, VA. The Pimmit Branch is surrounded by city delivery routes. Customers may also choose to erect mail boxes and to receive delivery along the city carrier's line of travel.

The Pimmit Branch, an EAS-22 level, provides service 37.5 hours a week from 8:30 a.m. to 2:00 p.m. and 3:00 to 5:00 PM, Monday through Friday, and closed on Saturdays to 303 post office box customers. Daily retail window transactions average 441. There are no permit mail customers.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

Notify customers of the permanent discontinuance of the Pimmit Branch in Falls Church, VA and advise them of the hours of operation and services available at the Falls Church Finance Unit, VA 22040 and other alternative CPUs, stations/branches and post offices. Explain specific information on address changes and why the change is necessary.


Dean J. Granholm
Vice President
Delivery and Post Office Operations

06/20/11
Date

Postal Bulletin Post Office Change Announcement Form
Final Determination 30-Day Posting Dates

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Post Office Final Determination Posting Dates*

Date posted: _____

Actual discontinuance date: 11-12-11

Date removed: _____

Official discontinuance date: 11-12-11

No. of days posted: _____

(Headquarters entry) _____

Note: Unless otherwise stated, the official discontinuance date listed in the Postal Bulletin is the first Saturday 90 days after the final determination is posted. For a community post office, classified station, or classified branch, the discontinuance date is 60 days after the Headquarters approval date

BEFORE CHANGE
POST OFFICE INFORMATION

Post Office P.M.M. Branch
name and state: Falls Church, VA

ZIP Code: 22043 Finance no.: 51-3129

County/parish: Fairfax

Type of discontinuance:
Consolidate () Close ☒

Type of discontinued facility

Post Office ()
Classified Station () Branch ☒
Community Post Office (CPO) ()

Coordinator name and title Dennis Voorhees, MPO
Telephone: 540 662-9557

AFTER CHANGE
POST OFFICE INFORMATION

Administrative
Post Office: Falls Church, VA

ZIP Code: 22040 Finance no.: 51-3126

County/parish: Fairfax

Original name retained? Yes ☒ No ()
New last line of customer address is: _____

Type of replacement service

Post Office () Route ☒
Classified Station () Branch ()
Contract Unit () Community Post Office ()

Date 9-14-11
(Location) District Northern Virginia

Mailing instructions for independent post office discontinuance. When the final determination is removed, send the round-dated front cover showing the posting dates and three copies of this Postal Bulletin Post Office Change Announcement Form to:

JAMES W. BOLDT
MANAGER RETAIL OPERATIONS
US POSTAL SERVICE
475 L'ENFANT PLAZA, S.W., ROOM 6806
FAX: 202-268-2048
WASHINGTON, DC 20260-6806

The announcement cannot be made in the Postal Bulletin unless this form is submitted to the above address. Do not send directly to Address Management, USPS Headquarters.

Mailing instructions for CPO/classified station/classified branch discontinuance. Immediately submit three copies of this announcement form to the above address. For non-suspended offices, enclose a copy of the letter sent to customers notifying them of the discontinuance.

For more information, call (202) 268-5062.

Headquarters entry: () TL () HS

*Final determination posting is not required for CPO, classified station, or classified branch discontinuance. Final determination for an independent post office must be posted for at least 30 days.



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September 14, 2011

Postal Customer
Pimmit Branch
Falls Church, VA

This is official notification that the Pimmit Branch, located at 7520 Leesburg Pike, Falls Church, VA will discontinue operations effective close of business on November 10, 2011. If you are currently receiving letter carrier delivery, there will be no change to your delivery service.

If you are a post office box customer, you have the option of post office box delivery at the Falls Church Finance Station located at 800 W Broad St, Falls Church, VA, or you may receive carrier delivery at your residence. You may be entitled to a partial refund of your prepaid Post Office Box rent. Please see the window clerk for details. You will be required to change your mailing address if you are currently renting a Post Office Box.

Movers Guides are included for your convenience to notify the Postal Service and correspondents of your new mailing address.

Full retail service hours at the Falls Church Finance Station are from 9:00 a.m. to 5:00 p.m., Monday through Friday and 9:00 a.m. to 12:30 p.m. on Saturday. The post office box lobby is open 24 hours for customer convenience. Other offices available to offer post office box service include the Dunn Loring Branch of Vienna, VA located 2.2 miles and the Merrifield Retail Unit located at 8409 Lee Highway, Merrifield.

Please note that the Postal Service has developed a number of convenient offerings that can save customers a trip to the Post Office. Customers can buy stamps online through our website at www.usps.com or by phone at 1-800-STAMP24. Our Click-N-Ship service on www.usps.com enables customers to print shipping labels with postage for Express Mail and Priority Mail and request that the items be picked up via our Carrier Pickup Program. Customers also can place their mail on hold, file a change-of-address order, or request the redelivery of an item for which a notice was left by calling 1-800-ASK-USPS or visiting www.usps.com.

If you have any questions, you may call Donna Bradley, Postmaster, Falls Church, VA, at 703-532-8504.

Thank you for your assistance.

Sincerely,

George S. Chichester
Sr. Manager, Post Office Operations
8409 Lee Highway
Merrifield, VA 22081-9998

Enclosures